



SAFETY RECALL 25TA07 (Interim Notice 25TB07)

Certain 2023 - 2025 Model Year bZ4x
HVAC Defroster Issue
NHTSA Recall No. TBD

Frequently Asked Questions

Original Publication Date: September 4, 2025

Q1: *What is the condition?*

A1: The windshield defroster in the subject vehicles may not remove frost, ice, and/or fog from the windshield glass due to a software issue in an electrical control unit. This could reduce driver visibility and increase the risk of a crash.

Q2: *What is Toyota going to do?*

A2: At this time, Toyota is currently preparing the remedy. When available, Toyota dealers will update the programming of the involved electrical control unit, free of charge.

Also, for customer satisfaction, dealers will inspect and, if necessary, replace the electrical HVAC compressor, free of charge.

Q3: *Are there any warnings that this condition exists?*

A3: If certain failures occur in the HVAC system and trigger a failsafe mode, warning messages such as "EV System Malfunction" and/or "Drive Start Control Malfunction," and/or warning lights will illuminate.

Q4: *When will the remedy become available?*

A4: At this time, Toyota estimates that the remedy can be available in September 2025.

Q5: *Which and how many vehicles are covered by this Safety Recall?*

A5: There are approximately 41,500 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2023 – 2025 bZ4x	Late March 2022 – Mid-June 2025	41,500

Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A5a: Yes, 2023 – 2025 Lexus RZ

Q6: *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Toyota obtain my mailing information?*

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.